



USAID | LIBERIA

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1. **SOLICITATION NUMBER:** SOL-669-15-00000-RE
2. **ISSUANCE DATE:** October 26, 2015
3. **CLOSING DATE/TIME:** November 6, 2015 - 4PM Local time
4. **POSITION TITLE:** Customer Support Specialist, USAID/Liberia
5. **MARKET VALUE OF POSITION (Base Pay):** GS-8. (\$38,387.00 - \$49,907.00). Salary is not negotiable beyond this range. Salary to be paid within this grade will depend on experience, qualifications, and salary history. The standard compensation package also includes a contribution for life and health insurance and a contribution to FICA.
6. **PERIOD OF PERFORMANCE:** One year, to start on or about December 16 with the possibility of extensions. Extensions will depend on the need for continuation of such services, availability of funds, and satisfactory performance.
7. **AREA OF CONSIDERATION:** U. S. Citizen resident in Liberia or Eligible Family Member (EFM) only. Current employees serving a probationary period are not eligible to apply.
8. **PLACE OF PERFORMANCE:** Based in Monrovia, Liberia
9. **JOB DESCRIPTION:**

A. Overview:

Since the end of Liberia's civil war in the fall of 2003, USAID's programs have been instrumental in aiding the transition from relief and reconstruction. USAID/Liberia has shifted its emphasis to sustainable development, with programs that concentrate on establishing a stable democracy, changing the culture of impunity, systematic corruption and poor governance, closing severe gaps in access to quality education and health care, expanding economic opportunity through agricultural enterprise and natural resources management, and helping to rebuild essential infrastructure and sources of renewable energy.

USAID is the largest bilateral donor in the country and maintains close relationships with a range of Government of Liberia counterparts. The Mission's development program focuses resources in four technical areas - Economic Growth, Health, Education and Democracy & Governance, which are supported by four support offices - Program, Acquisition & Assistance, Financial Management and Executive. The USAID Customer Service Support Specialist is located in the Mission's Executive Office.

B. Functions of the Position:

The Customer Support Specialist is expected to utilize generalist knowledge and skills to (1) work with and study the roles of FSN personnel serving in the USAID Executive Office; (2) use that study and work time to seek ways and means of helping FSN employees increase general efficiency in the provision of services for all USAID customers (internal and external); (3) as necessary, provide mentoring for FSN administrative support personnel, helping them to meet the needs of their respective clients; and, (4) it is expected that the Specialist will develop and propose systemic resolution of travel and other customer service issues by developing collaborative relationships with key stakeholders, and trouble-shooting customer service issues.

General Duties of the incumbent may include such tasks as follows:

- A. In collaboration with the Mission's Travel Assistant, the incumbent will ensure the accurate and timely submission of travel authorizations and vouchers in the E2 travel management system; learn and perform the E2 Travel Arranger role in E2 when necessary; ensure the accurate preparation of travel authorizations, travel itineraries, correspondence, cables, e-Country Clearances, and ensure that third-country visas are obtained in a timely fashion. The incumbent will also ensure that all travel is arranged in accordance with Agency rules and regulations; that travel tracking systems are in place to measure travel services performance.
- B. S/he will research, analyze, and provide suggestions to deal with chronic issues encountered in the administration of the Mission's travel services, and recommend solutions. S/he will trouble shoot specific customer service issues as needed.
- C. The incumbent will work with relevant Executive Office personnel to ensure support for check-in and check-out procedures for arriving/departing international employees of USAID/Liberia; and, in conjunction with relevant Executive Office staff, maintain up-to-date information on arriving and departing international employees/partners.
- D. Work closely with the FSN Personnel Manager and EXO Contracts Assistant, in order to ensure that personnel files for Contractors and Local Employees are maintained in proper order, and will withstand OAA review.
- E. Assist with personnel recruitment processes, generally ensuring that recruitment and selection adheres to Agency personnel-management requirements.
- F. Serve as alter ego for the Executive Officer, taking on such other administrative support-related duties as appropriate and within the broad scope of activities listed above.

Minimum Qualifications:

a. Education:

Completion of two years, or more, of post-secondary school education or vocational training; and a premium will be placed on professional or certification in the administration of international travel services.

b. Work and personal experience:

At least three years of professional experience working in administrative support services is preferable. A premium will also be placed on some professional experience working with and supporting the arrival and or departure requirements of expatriate staff of an organization operating outside of the United States.

c. Customer Service and Administrative Support Services Skills:

(1) demonstrated customer service skills, including any previous experience gained in routinely coordinating international travel requirements for multiple travelers; (2) demonstrated experience resolving chronic customer service issues in the arrangement of international travel services; and (3) demonstrated skills in the use of computers and MS Office software (Word, Excel and Power Point) in particular.

d. Communication:

The strong ability to work as a member of a team and to foster teamwork and collaboration is required as is the ability to develop and maintain productive working relationships at all levels within the Embassy community, as well as outside stakeholders such as travel agents, airline representatives, and airport personnel.

Excellent English language communication skills: demonstrated professional competency, both written and oral.

4. Selection Criteria

Applicants meeting the required qualifications for the position will be evaluated based on information presented in the application and obtained through reference checks. Following is the evaluation criteria for this position:

- a. Education Background (10 points)
- b. Work and Personal Experience (30 points)
- c. Customer Service, Mentoring, and Interpersonal Skills (40)
- d. Communications (20 points)

INSTRUCTIONS TO APPLICANTS:

All Applicants must address how they meet the Minimum Qualifications, as described below:

- a. Submit a fully completed and hand-signed copy of an Offeror Information for Personal Services Contracts (AID 302-3), cover letter and a current resume/curriculum vita (CV) containing the following information which clearly demonstrates your education, experience, knowledge, skills and abilities as they relate to the evaluation criteria. Forms are available at the USAID website:
<http://www.usaid.gov/forms/> or internet
<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?formType=ALL> or at Federal offices).
- b. Contractor Employee Biographical Data Sheet (AID 1420-17)

All applications packages are to be submitted to:

Sylvester Browne

Supervisory Executive Specialist

USAID/Liberia

Email: sbrowne@usaid.gov and kpauldel@usaid.gov

Please cite the solicitation number and position title within the subject line of your email application. Any attachments provided via email shall be Microsoft Word or PDF and should not be zipped. **NOTE:** attachments to an e-mail must not exceed 3 MB.

ATTACHMENT 2: PSC Contractor Benefits (As allowable under applicable regulations)

BENEFITS & ALLOWANCES

AS A MATTER OF POLICY, AND AS APPROPRIATE AND/OR AS APPLICABLE, A USPSC RESIDENT HIRE IS NORMALLY AUTHORIZED BENEFITS AND NOT ALLOWANCES IN ACCORDANCE WITH THE AIDAR APPENDIX D.

1. Benefits

- a. Employee's FICA Contribution
- b. Contribution toward Health & Life Insurance
 - i. --72% of Health Insurance Annual Premium (not to exceed \$20,339.00 for a family and \$7,266.00 for employees without dependents)
 - ii. --50% of Life Insurance Annual Premium (not to exceed \$500)
- c. Vacation & Sick Leave

2. Federal Taxes: USPSCs are not exempt from payment of Federal Income taxes.

3. List of REQUIRED Forms for USPSCs

- a. Optional Form 612. (U.S. Government Optional Form 612 is available at the USAID web site, http://www.usaid.gov/procurement_bus_opp/procurement/forms or internet <http://fillform.gsa.gov>, or at USG offices.)
- b. Questionnaire for Non-Sensitive Positions (SF-85).

4. Contract Information Bulletins (CIBs.) and Acquisition and Assistance Policy Directives (AAPDs) Pertaining to PSCs

CIBs and AAPDs contain changes to USAID policy and General Provisions in USAID regulations and contracts.

Please refer to this website

http://www.usaid.gov/business/business_opportunities/psc_solicitations.html to determine which CIBs and AAPDs apply to this contract.

Drafted by: A. Mangou, HR/Training

Approved by: B. Chessin, Supv. EXO